
Texas Abuse Online Reporting Tool: Creating an Account

When you make a report for the first time, you'll be prompted to create an account. Select Create an Account under Report as a New User.

Emergencies
Call your local law enforcement agency or **9-1-1** immediately if you have an emergency or life-threatening situation.

Report as an Existing User
Already have an account? Existing users login here:

Login

Forgot Username?
Forgot Password?

Report as a New User
Create a password-protected account and profile for your security and convenience:

Create an account

The Request Access: Citizen Registration page displays. First, you'll create a username. The username can contain uppercase and/or lowercase letters, and numbers. Numeric only usernames are not allowed. A green check mark means your username is available; and red check mark means your selected username is not available.

Fill in the required fields. Required fields are indicated by an asterisk and include username, first and last name, gender, email address, primary phone and phone type, street address, city, state, address type, place of employment, and days and times you can be reached. After filling in all required fields, you are prompted to verify you are not a robot by answering the captcha, then select **Next**.

Request Access: Citizen Registration

Account Information

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters: _ - @
- Numeric only Usernames are not allowed
- A green  means your selected username is available.
- A red  means your selected username is unavailable.

Username *

First Name *

Middle Name

Last Name *

Suffix

Gender *

Email Address *

Primary Phone *

Primary Phone Type *

Secondary Phone

Secondary Phone Type

Mobile #

Street Address *

City *

Zip

Country

State *

County

Address Type *

Place of Employment *

Days and times you can be reached *

For security purposes, verify you're not a robot. When presented with a math problem, type the solution. Otherwise type the letters or numbers. *

16+4 

The **Citizen Registration** page displays. Select **Done**.

HHS Enterprise Portal 



Citizen Registration

Your account is being updated. Please wait five(5) minutes before signing in to your account. Please check your email for the credentials set now. If you don't receive the email within several minutes, please check your spam folder as it may have been redirected there.

Return to the Welcome page and select **Login**.



Welcome to the Texas Abuse Hotline Website

The Department of Family and Protective Services provides this secure website for reporting suspicions of abuse, neglect and exploitation of children, adults with disabilities, or people 65 years or older.

Use this website to report situations that **do not** need to be investigated right away. It may take more than 48 hours to process online reports due to high volume.

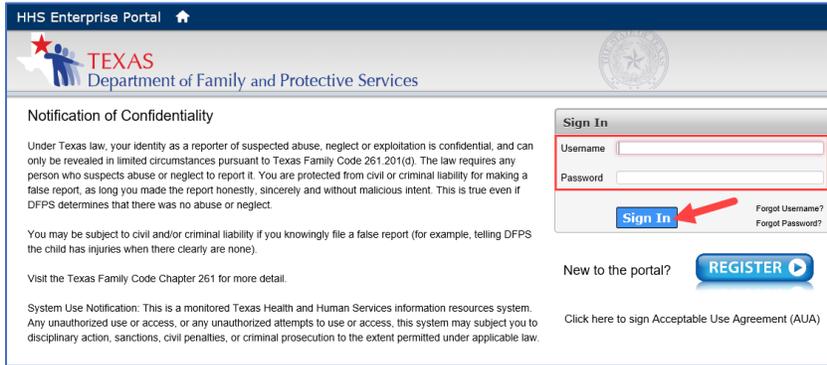
Answer the questions as thoroughly as possible. The information provided must meet the definitions of abuse, neglect or exploitation according to Texas codes in order to be sent to local DFPS investigative staff for review. A lack of descriptions and details may result in your report being closed at intake without further action.

Do not use this website to report urgent or emergency situations.

Emergencies
Call your local law enforcement agency or 9-1-1 immediately if you have an emergency or life-threatening situation.

Report as an Existing User
Already have an account? Existing users login here:

The sign in page displays. Enter your username and password, and select **Sign In**.



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TEXAS
Department of Family and Protective Services

Notification of Confidentiality

Under Texas law, your identity as a reporter of suspected abuse, neglect or exploitation is confidential, and can only be revealed in limited circumstances pursuant to Texas Family Code 261.201(d). The law requires any person who suspects abuse or neglect to report it. You are protected from civil or criminal liability for making a false report, as long as you made the report honestly, sincerely and without malicious intent. This is true even if DFPS determines that there was no abuse or neglect.

You may be subject to civil and/or criminal liability if you knowingly file a false report (for example, telling DFPS the child has injuries when there clearly are none).

Visit the Texas Family Code Chapter 261 for more detail.

System Use Notification. This is a monitored Texas Health and Human Services information resources system. Any unauthorized use or access, or any unauthorized attempts to use or access, this system may subject you to disciplinary action, sanctions, civil penalties, or criminal prosecution to the extent permitted under applicable law.

Sign In

Username

Password

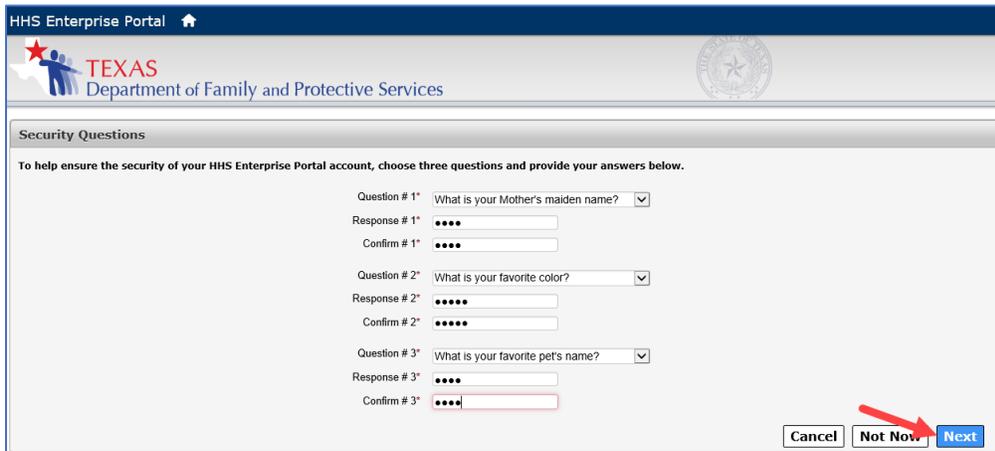
Sign In

Forgot Username?
Forgot Password?

New to the portal? REGISTER

Click here to sign Acceptable Use Agreement (AUA)

The first time you log in, you're prompted to set up three security questions. You aren't required but you encouraged to secure your account. When you've selected the questions and entered your answer, select **Next**.



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Department of Family and Protective Services

Security Questions

To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.

Question # 1* What is your Mother's maiden name?

Response # 1*

Confirm # 1*

Question # 2* What is your favorite color?

Response # 2*

Confirm # 2*

Question # 3* What is your favorite pet's name?

Response # 3*

Confirm # 3*

Cancel Not Now Next

The List of Reports page displays.



Home Help

List of Reports

Create New Report

Date Submitted	Name of victim	Report Decision	Confirmation Number	Report ID	Date Draft Created	Action	Author/Sul
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